



Office of the
County Executive
EXCEPTIONAL SERVICE
DURING THE COVID-19 PANDEMIC



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highest against
the wind,
not with it."
- Winston
Churchill*

High Risers

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Our newest High Risers are: Pooja Kapoor; Tessie Krintz; James Leahy; Laurie Boyer; Reza Zarif; Jeff Fisher; Troy Jones; Mike Atkinson; Brian Guevara; Logan Flood; Wilson Fernandes; Greg Boykin; Gus Montes De Oca; Denise Wade; Bill Banks; Kevin Patterson; Leslie Clark; and MC311.



These High Risers are innovators who have embraced challenges with a determination to solve problems, meet objectives and achieve goals.

These women and men have: rapidly transitioned and fine-tuned electronic invoice processes; cleaned, disinfected and sanitized entire facilities and inventory; executed an intricate and expansive supply management and delivery system; managed the Montgomery County Public Health Emergency Grant program; and responded to thousands of inquiries and concerns from the community.

COVID-19 has caused pain, disruption and upheaval in both our work and community. While there are challenges and uncertainties in front of us, we will be successful because we are a strong team that responds with excellence and expertise. The work of each individual is what makes Team MCG a success.

The MCG Team has been present for our community throughout the pandemic. There are so many exceptional employees who deserve recognition. We are proud of the work that each of you do and look forward to continuing to recognize more High Risers.

Stay safe and be well,

Marc Elrich, County Executive

Andrew Kleine, Chief Administrative Officer

HIGH RISER LAURIE BOYER



Laurie Boyer with the Department of Finance has managed the County's Public Health Emergency Grant (PHEG) program since the program began in April. She has worked long days and relinquished all days off for more than two months to get aid to the small businesses which are in the most need.

Since the program start, Laurie has continuously improved the program, making it possible for nearly 7,000 small businesses to apply for grants. The program provides financial assistance to Montgomery County for-profit businesses and nonprofit organizations, which have experienced significant financial losses caused directly or indirectly by a public health emergency. The program, funded with \$25 million, has

allotted nearly \$19 million in grants from nearly 7,000 applications. More than 2,000 grants have been approved to date.

The Department of Finance, the Department of Technology Services (DTS) and the County Executive's Office were primarily responsible for the program in the early phase. Laurie worked closely with DTS to create a software system used to administer the PHEG program.

The program is administered by more than 70 staff from multiple County departments and contractors. Laurie's program oversight continues as work on the grant program is still in progress.

HIGH RISERS HIGHWAY SERVICES BUDGET AND SUPPORT TEAM



The Department of Transportation's (MCDOT) Division of Highway Services Budget and Support Services team was required to quickly transition into a telework team at the beginning of the COVID-19 response. Pooja Kapoor, Tessie Krintz and James Leahy are the team members who are responsible for the final processing of the Division of Highway Services invoices.

To effectively work in a telework environment, the Division's invoice payment process needed to be quickly converted to an electronic system. The team, along with the

assistance of IT Support Reza Zarif, worked collectively to expediently transition the invoice workflow to an electronic process and made the system more effective and efficient by eliminating redundancies and improving the filing system.

The Budget and Support Services team generally processes approximately 150 invoices monthly. This work pays for services such as roadway resurfacing, sidewalk repair, tree maintenance, right-of-way maintenance materials, and general operating expenses such as cell phones and office supplies.

The team worked together to make the changeover in a stressful time, under a time-sensitive deadline. Not only did this exceptional teamwork establish an electronic workflow to process invoices during the emergency, the process will be continued to be used following the emergency response.

HIGH RISERS DISINFECTION CLEANING OPERATIONS TEAM



Photo was taken prior to COVID-19 and need for social distancing.

When a County facility confirms that an employee or customer was COVID-19 positive, the Disinfection Cleaning Operations Team provides a “deep clean” to disinfect and sanitize the facility to ensure it is safe for everyone to return.

Greg Boykin; Gus Montes De Oca; Denise Wade; Bill Banks; Kevin Patterson; and Leslie Clark make up the team that has responded to more than 35 incidents since March.

The team develops a unique cleaning strategy as appropriate for each facility. The team has responded to laboratories with sensitive equipment, open and expansive common

areas, first-responder facilities, and an Alcohol Beverage Retail store that involved wiping down hundreds of bottles on the shelves.

These efforts have been highly effective in mitigating the spread of COVID-19 to employees, residents, and customers alike. These front-facing County employees will continue to provide an important service as the County moves forward in this pandemic.

HIGH RISERS MC311 TEAM



The 51 member MC311 team are heroes who have served throughout the County's COVID-19 emergency response. MC311 has been a critical link to ensure community members get correct information, or are connected to the proper services, with one telephone call or email.

MC311 works with nearly every County department to keep knowledge-based articles updated to ensure that residents have accurate information. Not only is providing correct information important but it is also as important to be sensitive to community concerns during this time of unrest and uncertainty.

The team has worked at an incredible pace to provide correct information that constantly changes to quickly shift to a remote operation at the beginning of the pandemic. The transition to a full telework environment came at a time when call volume was high as many community members had questions, concerns and anxieties about COVID-19. Because of the community need, the team transition time needed to happen without downtime. The transition was made seamlessly, with no difference in the quality of work that took place in the established office as preparation paid off.

MC311 has an average of 33 customer service representatives (12 speak Spanish) answering calls each day, plus a group of managers who coach them and work with departments to keep information updated. During the COVID-19 emergency response, MC311 has responded to more than 130,000 calls, 20,000 specifically related to COVID-19. The customer service team has responded on average to more than 2,100 call per day. The growth for social services has increased by 250 percent. The team has handled this growth in calls with the same number of people.

[MC311 Team Slideshow](#)

HIGH RISERS SUPPLY AND DELIVERY OPERATIONS TEAM



At the beginning of the County's COVID-19 emergency response, Department of General Service's Supply and Delivery Operations team immediately went into action. The team, made up of Jeff Fisher; Troy Jones; Mike Atkinson; Brian Guevara; Logan Flood; and Wilson Fernandes, immediately began to set up an intricate and expansive supply management and delivery chain to directly support the County's response.

The team effectively handled all matters of ordering products, receiving products, stocking items and delivering the critical emergency response supplies which were ramped up by more than 100 percent. This ramp-up required coordination of staffing,

storage space, contracted and in-house delivery processes, implementation of a work order system to track and complete requests, as well as reporting on daily levels of in-stock items.

The group coordinates with multiple County agencies including the Department of Health and Human Services, the Office of Emergency Management and Homeland Security, Procurement, Risk Management and Public Information.

The Supply and Delivery Operations team not only provided necessary supplies and support to County departments, but also supported a number of constituent groups, including day care facilities, senior living facilities, and many others in need.

These efforts have included food deliveries and support for those whose needs have amplified due to COVID-19. This Supply Operations Group has provided more than 700 deliveries since March.